



267-7111
Coos County Area Transit
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Appendix A - No Show Policy



What Every Rider Should Know

Paratransit

CCAT Dial-A-Ride (Paratransit) is a shared-ride, door-to-door, public transit service. Riders may call 541.267.7111 in advance (from 8:00 a.m. until 4:45 p.m. Monday - Friday) to schedule a pick-up or drop-off anywhere within $\frac{3}{4}$ of a mile of the three deviated fixed routes.

In order to ensure a ride at a particular time, riders are encouraged to call from 1 to 14 days before their trip. Riders will be required to schedule their return-trip time at the time of the original call. Will call trips will not be scheduled. Riders who will be traveling to the same place, at the same time, on the same days (i.e., trips to and from work or dialysis) can set up a recurring/subscription trip.

No-Show Policy

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy.

CCAT's Paratransit Passenger No Show policy is part of an effort to bring our customers more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic customer no shows, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of No Shows, and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing paratransit service. No Shows and cancellations at the door result in wasted trips that could have been scheduled for use by other paratransit customers.

No Shows are recorded each time a paratransit customer makes a cancellation at the door, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. Excessive No Shows may result in suspensions of service as provided below.

Definitions

No Show - A No Show occurs when all of the following criteria are met:

There has been no call by the customer (or the customer's representative) to cancel the scheduled trip before the vehicle arrives to pick up the passenger.

AND

The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window.

AND

The driver cannot reasonably see the customer approaching the vehicle within 5 minutes.

AND

The dispatch office is notified and a dispatcher verifies that the operator is at the correct location (confirms address with the driver or confirms the location via GPS mapping).

Note: Cancellations at the door are considered No Shows.



Cancellation – The customer (or the customer's representative) called to cancel a specific scheduled trip prior to the arrival of the vehicle.

Notes on Cancellation:

The driver is not responsible for cancelling any other trips.

The customer (or the customer's representative) must call to cancel other trips.

Pick-up and return trips are scheduled separately. If a pick-up trip is a No Show, CCAT staff will not automatically cancel the return trip.

A No Show on the return trip will count as a second No Show for the day.

No Shows Beyond the Passenger's Control

Trips cancelled for reasons that are beyond the customer's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call the office to cancel the trip.

Although No Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip. Contact should be made with the CCAT office as soon as reasonably possible so that No Shows occurring beyond a customer's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below.

No Show Notifications

Customers will:

- Be notified of each No Show in writing (door hanger)
- Be contacted by email or phone after two No Shows
- Will receive a warning after five No Shows.

Communications will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon customer request.

Pattern and Practice of No Shows

Customers may be suspended from paratransit service when they have a "pattern and practice" of No Shows.

A Pattern and Practice of No Shows means:

- A substantial number of no shows
- An above average frequency

Substantial Number

A person who schedules one round-trip in a month and no-shows both ends of that trip would have no showed 100% of the scheduled trips, but this does not constitute a pattern and practice. Scheduling two round-trips and no-showing both is not a “Substantial Number”. A minimum of five no-shows in a month (thirty days) is considered a substantial number.

Above Average Frequency

When determining what frequency of no-shows constitutes a pattern and practice of abuse CCAT will consider the overall no-show rate for all riders and adjust upward, so as not to penalize riders with average no-show records.

If the current monthly overall no-show rate is five percent, for example, a rider who no-shows only five percent of the scheduled trips will not be considered an abuser of the service, because this is the average. Abuse is considered to be at least three times the overall system average, such as 15 percent if the system average is five percent.

Both the number and the frequency are evaluated to document a pattern and practice of no shows.

A customer has five or more No Shows in a rolling 30-day period;

AND

The number of No Shows represents more than 15% of the trips booked by the customer in a rolling 30-day period.

Warning and Disciplinary Actions

A customer who shows a pattern and practice of No Shows may be subject to a suspension of service, as shown in the table below.

Consequences of a Pattern and Practice of No Shows	
1st Violation	Letter of warning and/or phone contact
2nd Violation	2 Day Suspension

3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension and Loss of Subscription Service
Violation history covers a 12-month floating period. Additional violations (5th, 6th, etc.) will have the same consequences as the 4th violation	

If a customer has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service will be postponed pending the completion of the appeals process if one is requested.

Before any suspension of service due to no-shows CCAT staff will notify the individual rider in writing citing specifically the full reason for the proposed suspension and its length, including the exact no-show dates, times, pickup locations, and destinations on which the proposed suspension is based.

The notification will include information about the appeal process, including how to file an appeal. It will include a statement that the suspension is not based on any no-shows beyond the rider's control. The statement will include how to contact the CCAT about no-shows beyond their control.

The suspension will not start until at least 14 days after a notice of a proposed suspension of service is sent.

Appeal of No-Show trip or Excessive Cancellations

Any passenger may appeal a service suspension for a Pattern and Practice of No Shows by calling the CCAT at 541.267.7111. The CCAT Transit General Manager will conduct an independent review of the decision to suspend services. The individual may be asked to participate in an in-person interview.

The CCAT General Manager will make every effort to complete the review process as soon as possible and the person will be notified in writing within five (5) business days of the review decision.

If a person is not satisfied with the outcome of the review, they may initiate an appeal of the CCAT Transit General Manager's decision.

The Appeal Process

In order to appeal the CCAT General Manager's independent review, a person must submit an appeal within fourteen (14) days of receiving notice of the review decision. The written appeal should be submitted to:

CCAT Special Transportation Advisory Committee
2810 Ocean Blvd SE
Coos Bay, OR 97420

The CCAT General Manager will notify the person of the date, time and location of the appeals hearing. The person appealing the decision is allowed to have someone accompany them to the appeals hearing. A person's service will not be affected during the appeals process.

Canceling, Changing Rides and No Shows

Cancel unneeded rides in advance

Cancel as soon as possible and more than one hour before the scheduled pick-up time to avoid a "no show." If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Canceling in advance helps our system run on time and avoids risking a No Show penalty.

Cancel unneeded rides in advance

Cancel as soon as possible and more than one hour before the scheduled pick-up time to avoid a No Show. If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Cancelling in advance saves resources and avoids you being counted as a No Show.

Riders can prevent No Show situations when they:

- Review dates, times, and addresses with the reservationist to be sure information is correct
- Call CCAT to cancel rides as soon as the ride is no longer needed
- Cancel at least 61 minutes in advance of the scheduled pick-up time

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- Are prepared to board at the starting time of the pick-up window and within five (5) minutes after the vehicle arrives

When there are circumstances outside of the rider's control, it is not considered a No Show. Speak to Customer Service to see if the No Show is valid.

Be ready to leave at the scheduled time

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the door or at the stop location. The operator will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time, you may leave if you are ready. Being ready to go helps CCAT stay on time. If you are not ready, the operator will wait until the pick-up time and then up to five additional minutes if necessary. Not being available to board within the allotted time will be counted as a No Show.